

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

POST OFFICE STRUCTURE PLAN

Docket No. N2012-2

**REVISED RESPONSE OF THE UNITED STATES POSTAL SERVICE TO  
QUESTION 5 OF PRESIDING OFFICER'S INFORMATION REQUEST NO. 1  
[ERRATA]  
(July 6, 2012)**

The United States Postal Service hereby gives notice of the filing of a revised response to the Postal Service's Response to Presiding Officer's Information Request No. 1, Question 5, dated June 8, 2012. The attached revised response supersedes the response filed on June 15, 2012. The question is stated verbatim and followed by the revised response.

Respectfully submitted,

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5. Page 6, footnote 3, states that "the term earned workload reflects a combined value for the mail distribution, Post Office Box delivery and retail window service activity at a facility."

- a. Please describe and provide any available documentation showing how to calculate earned workload as the term is used in witness Day's testimony.
- b. Please explain how Work Service Credit is factored into the calculation of earned workload.

**RESPONSE**

- a. Other than Library Reference No. 2 (USPS-LR-N2012-2/2), no documents were identified pursuant to this request. Earned workload, as used in witness Day's testimony, is a calculated value using SOV or CSV for each POSTPlan Office. For offices utilizing SOV, earned workload is the sum of hours spent performing mail distribution, PO Box distribution, retail operations, Postmaster administrative functions, and other miscellaneous administrative functions. For offices utilizing CSV, earned workload is the sum of hours spent performing automation activities, business services, mail distribution, PO Box distribution, retail operations and administrative functions. Because of differences between the SOV and CSV variance programs, including the type of reporting technology at Post Offices, the two programs categorize some similar activities under different titles. Despite these differences, the programs are similar in that they are both intended to identify the actual hours of work performed at a given Post Office.
- b. Work Service Credit is a measurement method to determine Postmaster level. Earned workload, as defined on page 6, footnote 3 of USPS-T-1 is a separate measurement of work performed at a Post Office, and as such Work Service Credit is not factored into the calculation of earned workload.